



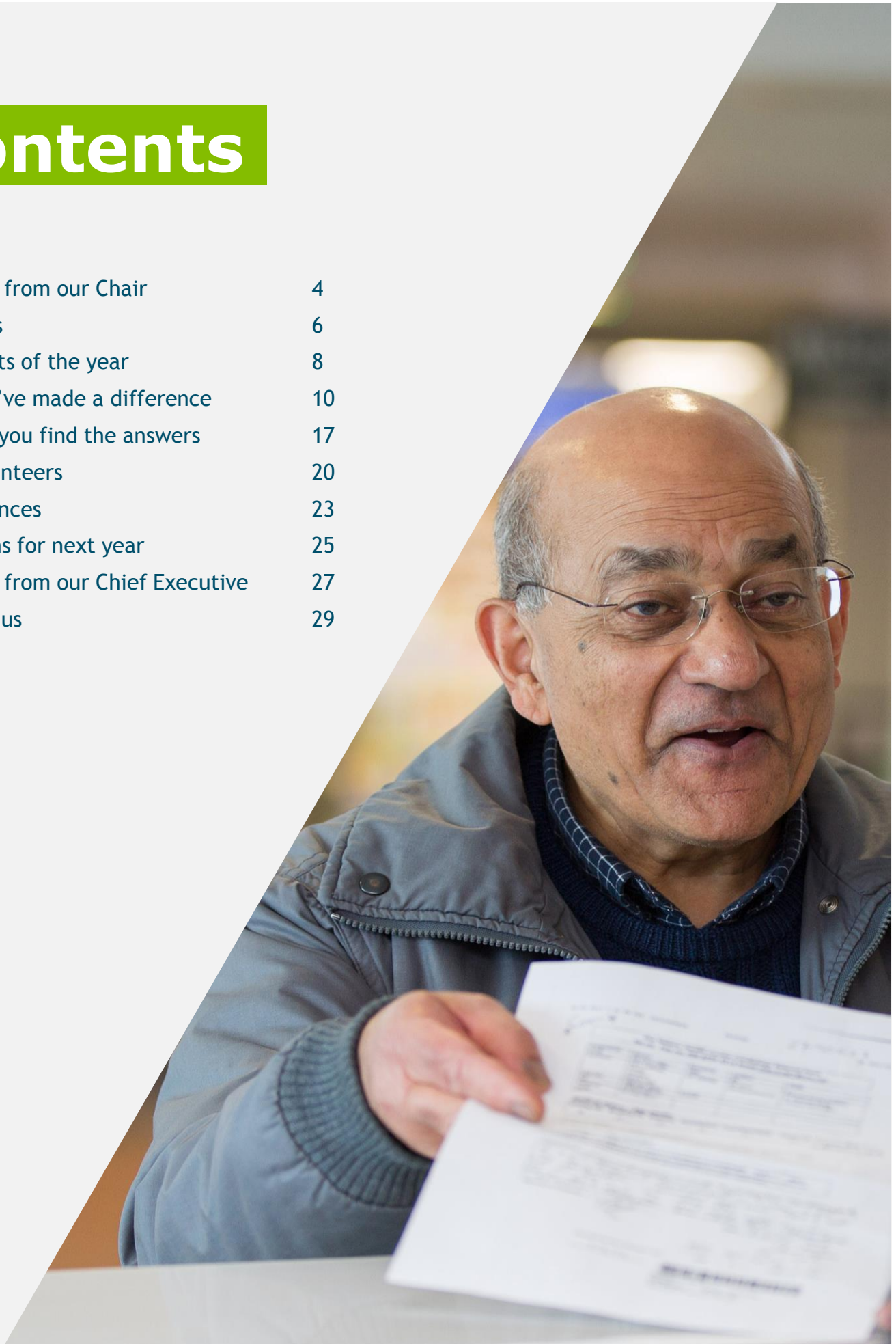
Healthwatch Stockton-on-Tees

Annual Report 2018-19



Contents

Message from our Chair	4
About us	6
Highlights of the year	8
How we've made a difference	10
Helping you find the answers	17
Our volunteers	20
Our finances	23
Our plans for next year	25
Message from our Chief Executive	27
Contact us	29



Message from our Chair

Welcome to the Annual Report for Healthwatch Stockton-on-Tees 2018/19. I have recently taken over as Chair and would like to take this opportunity to thank the previous Chair Tony Beckwith for all his hard work and support during his reign!

I am pleased to introduce the highlights of all the work undertaken by the staff and volunteers who support Healthwatch locally. Our aim is to represent the views of local people, residents of Stockton-on-Tees and patients or users of health and social care services in our Borough.

We work at a local and strategic level, influencing the emerging changes, concentrating our efforts on the services provided. We work where people receive their care by undertaking specific projects aimed at improving service provision. We undertake 'Enter and View' investigations where our feedback can, where necessary, change how patients and service users are treated. Our work is reliant on feedback from the public and much of our time is spent seeking views across organisations who form part of our network as well as individual users of services. You will see the outcome of this engagement within the report.

I am delighted to highlight, that in 2018/19 we delivered an excellent report around 'What is it like to live in a Care Home for Older People in Stockton-on-Tees'.

We also investigated through 'John's Campaign' how improvements could be made for people living with dementia when in a hospital setting. Both can be found inside this report.

I would like to thank the staff and volunteers for their excellent work, my fellow Board members and everyone who has worked on our behalf to ensure that we represent the views of our residents here in Stockton-on-Tees.



Anne Sykes
Chair, Healthwatch Stockton-on-Tees

Listening to people's views

Healthwatch Stockton-on-Tees use a range of engagement activities to gather the views and experiences of the local community. The Healthwatch team engages with local people, patients, service users, carers, community groups, organisations, service providers and commissioners, to help understand what the individual's needs are with regards to local health and social care services.

Examples of ways in which Healthwatch Stockton-on-Tees engages with the community are:

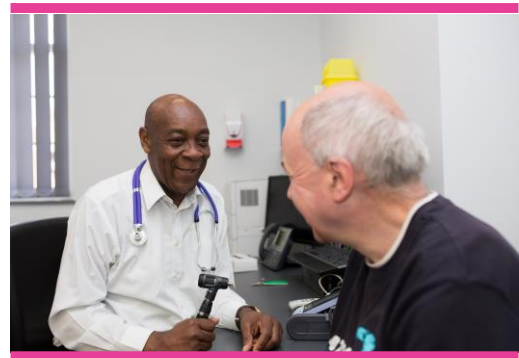
- Attending Events
- Visiting Patient Participation Groups
- Visiting Community Groups
- Holding Healthwatch Information Sessions
- Website and Social Media Engagement
- Hosting Public Consultation Events

Changes you want to see

Last year we heard from **1845** people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



- + Make it easier to get an emergency dentist appointment



- + Healthcare professionals should take the time to read patient notes so that people do not have to repeat their story



- + Services should provide information so that people can make informed decisions about their care



- + GP reception staff should speak to people in a polite and courteous manner

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

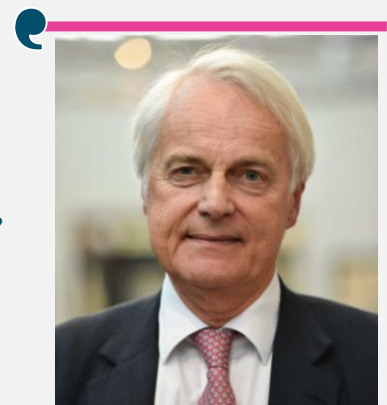
As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in black ink, which appears to read 'Robert Francis'. The signature is written in a cursive style and is positioned below the portrait.

Sir Robert Francis QC
Healthwatch England Chair

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our Purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Carrying out surveys and organising focus groups
- + Going out in the community and working with other organisations

Our main role is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





Healthwatch
Stockton-on-Tees

your voice

Influence local health and social care services in Stockton-on-Tees

www.healthwatchstocktonontees.co.uk

Highlights from

our year



Find out about our resources and the way we have engaged and supported more people in 2018-19. Our resources:



1845 people shared their health and social care story with us



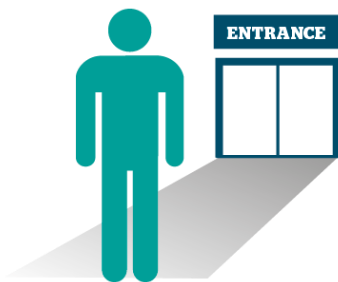
We have **11** volunteers helping to carry out our work. In total they gave up 357 hours of their time



233 people accessed Healthwatch advice and information online or contacted us with questions about local support, 94% more than last year



We visited **134** community groups and events to understand people's experience of care



30 Enter and Views carried out in local health and social care services



10 reports published and shared with stakeholders



How we've made

a difference



Healthwatch Stockton-on-Tees use evidence based on real experiences to highlight issues and trends. If common themes are found for a particular health or social care service, the team will carry out an in-depth investigation.

Part of the local Healthwatch programme is to carry out Enter & View visits. Enter & View visits are conducted by a small team of volunteers, who are trained as 'Authorised Representatives'. Enter and View visits are carried out at publicly funded health and social care premises to find out how services are being delivered.

Recommendations are made if areas for improvement are identified, and best practice can be shared with the public, commissioners and stakeholders. An Enter & View is the opportunity for Healthwatch Stockton-on-Tees to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered.
- Collect the views of service users at the point of service delivery.
- Collect the views of carers, relatives and staff.
- Observe the nature and quality of services.
- Collect evidence-based feedback.
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are normally carried out as 'announced visits' where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate, an 'unannounced' visit can take place.

Enter & View visits are carried out if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so we can learn about and share examples of good practice.

A report of the findings is then produced, along with recommendations for improvement, if this is deemed necessary. The report is sent to the service providers, who then have 20 days to respond to the recommendations made by Healthwatch.

All reports are published on our website:
<http://www.healthwatchstocktonontees.co.uk>



Changes made to your community

Find out how sharing your views and experiences with your local Healthwatch has led to positive changes to health and social care services in Stockton-on-Tees. We show when people speak up about what's important, and services listen, care is improved for all. Take a look at the examples below of how Healthwatch Stockton-on-Tees have made a difference in your local community.

Johns Campaign Follow Up at University Hospital of North Tees

Healthwatch Stockton-on-Tees were pleased to find that the University Hospital of North Tees has signed up to support John's Campaign following our Enter and View visit and recommendations made in October 2017.

In January 2019, Healthwatch carried out a follow up Enter and View to visit a number of wards and made observations about how John's Campaign and All About Me had been implemented. Healthwatch talked to staff who had completed training to become Dementia Champions to gather feedback on their experience in this role and how it impacts on the patients, relatives, carers and staff.

The Trust has introduced a yellow symbol which identifies if a patient has had a formal diagnosis of dementia.



These symbols are placed on the patient information boards above patient's beds to help staff to quickly identify patients with dementia. This helps the staff to recognise when a patient has dementia, adjusting and supporting their care appropriately. During the follow up visit, Healthwatch observed that these symbols were being used appropriately.

People with dementia should have an 'All About Me' document which contains personal information that will assist staff to make appropriate reasonable adjustments and aid care planning/patient care and support for carers. During the follow up, an audit was completed and it was confirmed that all patients who had a diagnosis of dementia, had a completed 'All About Me' in their care plan.

Over the last three years, over 170 staff have been trained in advanced dementia awareness including doctors, nurses, healthcare assistants, physiotherapists, occupational therapists, specialist nurses, ward clerks and porters. The Trust has trained at least one representative in every ward area, with some wards having multiple Dementia Champions.

During the follow up visit, Healthwatch observed all wards displaying posters at the entrance of the wards and on the notice boards informing patients, family, carers and staff of flexible visiting times and John's Campaign. Relatives and carers are also informed about John's Campaign by staff when a patient is first admitted on the wards.

A 'Staff Uniform Board' is visible on each ward with a picture of staff uniforms and their roles stated underneath. This enables patients and family members to identify each member of staff who may be looking after them / their family member.

During the follow up enhanced care workers were observed engaging with the patients, one of whom was helping a patient to knit. Soothing music was also playing on ward 32 during Healthwatch's visit. Staff on ward 32 also explained that they receive donations of dolls and 'twiddlemuffs' which are regularly used by patients with dementia.

It is evident that the University Hospital of North Tees has actioned all of Healthwatch's recommendations regarding John's Campaign. The Trust has recruited and trained over 170 staff to become Dementia Champions with further training for additional staff planned in the future. A number of actions have been taken and processes implemented to ensure that patients with dementia and their families / carers have a good experience and their needs are met during their stay.

What is it like to live in a care home for older people in Stockton-on-Tees

National statistics show that life expectancy across the country continues to rise. In Stockton on Tees a 19% increase in those over 65 was forecast between 2014 and 2020, with those aged over 85 increasing by 41% (1,500 people). Nationally the number of people currently living with dementia is around 850,000 and this is predicted to rise to 1 million by 2025 and a staggering 2 million by 2050. Again, the local position mirrors this, and a significant increase in those over 65 living with dementia is predicted.

Against this background, and with the dependency levels of people moving into residential care increasing all the time, Healthwatch Stockton-on-Tees sought to find out what it was currently like for people living in residential or nursing care across the Borough.

We carried out Enter & View visits to 28 care homes for older people across Stockton-on-Tees and received feedback from over 450 residents, relatives/friends, and care staff.

Feedback was generally quite positive, and most of those who we spoke to or who completed a survey spoke highly of the service being offered to them. Staff were said to be “kind and helpful”, homes were generally seen to be well managed with managers and senior staff being available to talk to. Food was of a good standard with suitable choices being offered, and there was regular and timely access to a range of healthcare professionals when required. However, there were some significant areas for improvement and these were highlighted in the recommendations made in our report.

These included:

- Staff had the skills but often lacked the **time** to care for and meet the needs of residents appropriately.
- The level of activity and stimulation for residents should be improved. Including:
- Greater personalisation of activities.

We used 8 quality indicators, identified by the organisation Independent Age, that all good care homes should be able to evidence. These included:

1. Having strong, visible management.	5. Offering quality, choice and flexibility around mealtimes.
2. Staff with time and skills to do their job.	6. Ensuring regular and timely access to healthcare professionals.
3. Staff with a good knowledge of the needs of every resident.	7. Accommodating residents’ personal, cultural and lifestyle needs.
4. Having a varied programme of activities.	8. Being an open environment where feedback is actively sought and used.



Dementia friendly decoration at Allison House

- Increased 1-1 support, not just group activity.
- All staff should take opportunities to engage with and provide stimulation for residents, not just leaving this for activity co-ordinators.
- Activities should be provided across 7 days a week.
- Greater access to services in the community and outside of the home for all residents.
- More training in respect of equality and diversity issues.
- Better use of “dementia friendly” facilities.



- Greater priority to the implementation of resident/relative meetings, and encouraging and where necessary, supporting attendance.
- Ensuring the safety and well-being of all residents at all times taking into account increasing dependencies and an increase in people living with dementia who are being accommodated.
- Ensuring the staff are not expected to complete essential training in their own time.
- Ensuring managers are fully supported by the provider and have the necessary resources to carry out their role.
- Exploring the use of technology to reduce high levels of paperwork and allow staff more time to provide direct resident care.
- Provide Wi-Fi throughout the home to allow residents to remain in contact with the world outside their immediate environment.

“We have meetings, the home will try to accommodate people’s wishes. All rooms are personalised -it is their home at the end of the day” (staff member Green Lodge)



Notice about Facebook group at The White House

Recommendation for regulators and commissioners of services were made around the need to work more collaboratively in terms of the information required as part of a more joined up process of assessing care. This would minimise the requirement for care homes to produce information in different formats for different audiences.

We have received feedback from services detailing what they have done with regard to the recommendations made in our report. We have also presented the report to Commissioners from the Local Authority as well as to a meeting of care home providers, who came up with a number of positive suggestions for how to take things forward to improve their services for the benefit of people they were caring for.

Some of the suggestions made at the meeting of care home providers included:

- Exploring greater involvement from friends and families into activity planning and delivery.
- Increased use of volunteers.
- Greater community involvement and interaction in care homes - students, schools, etc.
- Looking at removing barriers to increase attendance at resident/family meetings.
- Improved equality and diversity training to include people from ethnic minorities and people who may be from the LGBT+ community.
- Twilight club - support from sundowning staff to better meet the needs of residents at this time of day.

Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

www.healthwatchstocktonontees.co.uk

t: 0808 172 9559

e: healthwatchstockton@pcp.uk.net

Access to Healthcare for Asylum Seekers and Refugees

The asylum seeker and refugee population in Stockton-on-Tees is diverse with a wide range of social, cultural and health needs. Asylum seekers and refugees have different health and wellbeing issues depending on lifestyle risk factors, cultural practices, country of origin, genetic and hereditary factors and wider determinants such as poor housing, lower economic opportunities, unemployment and living in deprived areas.

Healthwatch felt it was important to engage with the asylum seeker and refugee community to gain a greater understanding of their views and experience of healthcare services in Stockton-on-Tees.

Healthwatch were pleased to receive an overwhelming amount of positive feedback regarding the healthcare experiences of asylum seeker and refugees in Stockton-on-

Tees. It is clear that asylum seekers and refugees receive good support from their GP practice to enable them to access other services including mental health support.

It was apparent that some participants found it difficult to register with a dentist therefore Healthwatch staff gave appropriate signposting advice. Healthwatch were happy to receive such positive feedback about the University Hospital of North Tees with regards to staff, treatment and overall service. Due to the large amount of positive feedback received, Healthwatch felt that no recommendations for improvement are required following this investigation.

‘North Tees are so good, the staff are lovely. I’ve had no problems at all’

‘I have an interpreter for all my appointments, they are very good and I have no issues’

‘There is good support here’

Enter and View at Yarm Medical Centre

Healthwatch Stockton-on-Tees attended Yarm Medical Centre’s Patient Participation Group to provide information about the role of Healthwatch and to gather feedback from the attendees. Healthwatch informed the PPG about the statutory powers it has and gave examples of some of the work which has been carried out over the past year. Following this meeting, the Practice Manager invited Healthwatch to the practice to carry out an Enter and View visit to gather patient feedback and identify any areas which may require improvement.

Healthwatch were pleased with the overwhelming positive feedback received about Yarm Medical Centre. 40% of patients found it ‘very easy’ or ‘easy’ to make an appointment at the practice with only 11% of patients saying that they have to wait more than 10 days to get an appointment.

The practice staff including the doctors, nurses and reception team were all highly praised with 94% of patients Healthwatch spoke to rating the staff as ‘excellent’ or ‘good’. Patients felt that all the staff at the practice were friendly, approachable and willing to help at all times.

Patients also gave positive feedback about the relaxed calm environment and facilities available at Yarm Medical Centre. The majority of patients were also happy with the central location of the practice.

Although feedback about the practice was largely positive, a number of suggestions for improvement were made. These included; addressing problems experienced with the telephone and appointment system, improved parking and better consistency for patients being able to see the same doctor regularly. Overall, 92% of patients rated their experience of Yarm Medical Centre as ‘good’ or ‘excellent’.



Finding information and support for relatives with dementia

When Trish contacted our Information and Signposting service having picked up our leaflet in her local library she was very confused and upset. Her father was becoming increasingly forgetful and had had several falls. The family has always been healthy and independent and she did not know where to turn. The Information and Signposting service provided her with contact details for the local falls team and The LiveWell Dementia Hub but also suggested she contact her father's GP. She

rang back several weeks later to thank the team for their support. Trish's dad had been assessed by the falls team and now had a fall pendent and aids to help with bathing. The Hub had been a great source of practical and emotional help as well as providing social activities.

“I would still be struggling now if it had not been for Healthwatch pointing me in the right direction. I now know where to go for support and will be able to ensure my dad gets the right care.”



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.
www.healthwatchstocktonontees.co.uk
 t: 0808 172 9559
 e: healthwatchstockton@pcp.uk.net



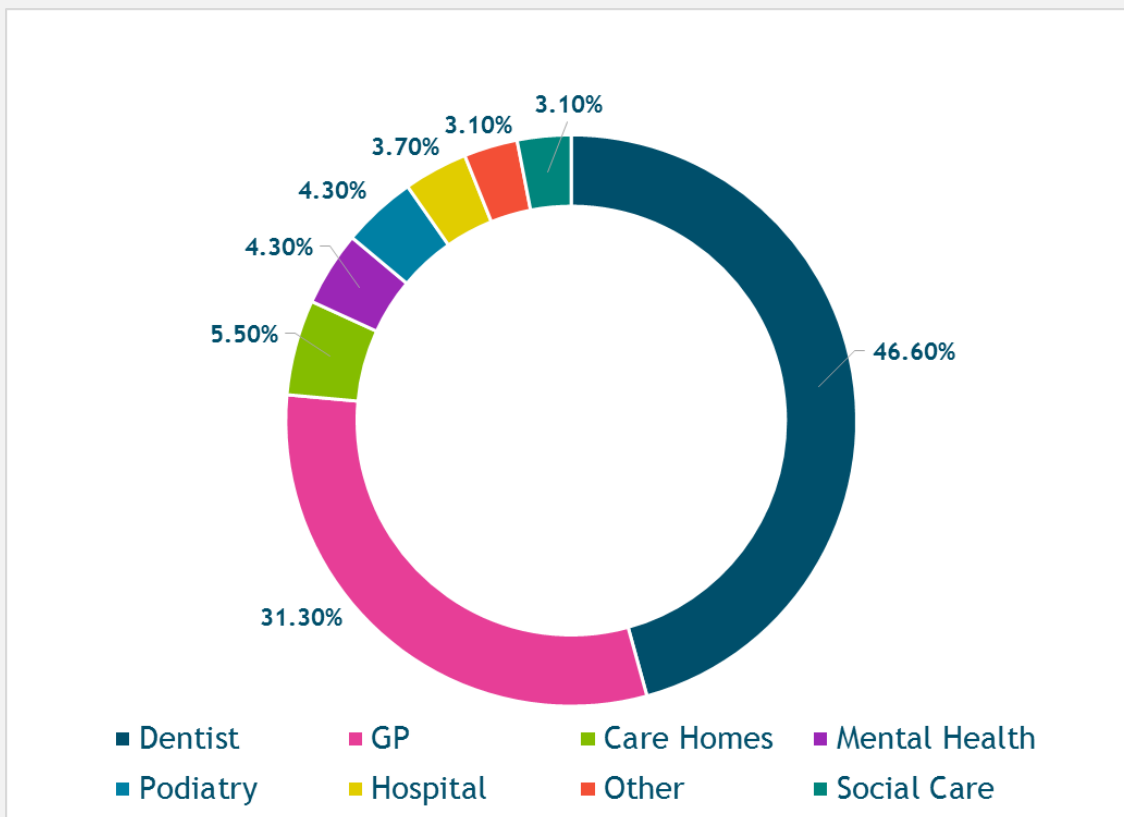
Helping you find

the answers

What do people want to know?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



Healthwatch Stockton-on-Tees work closely with Stockton Independent Complaints Advocacy (ICA) Service. Stockton ICA provides free, confidential, independent support to residents of Stockton-on-Tees who wish to make a complaint about a NHS service.

Healthwatch and Stockton ICA share anonymised data relating to issues and complaints raised, and work in collaboration to identify trends which may need action.

If you would like to speak to a member of the Stockton ICA team get in touch on **0808 172 9553** or email SICA@pcp.uk.net

How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped 233 people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Our online contact us form
- + At community events
- + Via social media channels
- + Over the phone
- + Via email
- + By post



Signposting to advocacy and support services

Healthwatch Stockton-on-Tees received a call from a lady as she wanted to make a complaint about an NHS service but wasn't sure who to contact to do this. Healthwatch referred her to Stockton Independent Complaints Advocacy Service where she can gain access to an advocate who can meet with her to help her make the complaint.

Helping to find NHS dental practices taking on new patients

A gentleman phoned Healthwatch Stockton-on-Tees as he had recently moved to the area and was looking to register with a dentist. Healthwatch Stockton-on-Tees provided information to the gentleman regarding dental practices who were taking on new NHS patients.



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

www.healthwatchstocktonontees.co.uk

t: 0808 172 9559

e: healthwatchstockton@pcp.uk.net



Our volunteers

How do our volunteers help us?

Healthwatch Stockton-on-Tees couldn't make all of these improvements without the support of our 11 volunteers. Our volunteers work with us to help make care better for their communities.

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports

Mohammed



Mohammed is a retired psychologist and currently practices complimentary medicine. He has lived in Stockton since 1964 and feels very passionate about health and social care services provided by the NHS, the local authority and other providers including third sector organisations. Mohammed has worked as a Primary Health care liaison officer as well as Dementia Lead Officer for different charities in the area.

'I joined the Board of Healthwatch Stockton-on-Tees as I felt I was able to contribute and help the Board in making positive decisions regarding health and social care services going forward.'

Beryl

"My NHS career was centred around gaining patients' views on the experience of local hospital and community services. As part of the Healthwatch Enter and View team, I have listened to lots of people about their care in hospital/care homes and GP services provision. Using their heartfelt comments we can work to improve services for our community"



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch:
www.healthwatchstocktontees.co.uk
 t: 0808 172 9559
 e: healthwatchstockton@pcp.uk.net

Peter

Peter came into contact with Healthwatch during his work (over 40 years of experience in social care, health & housing) and decided to volunteer when he retired and was looking for things to fill his days. Peter wished to continue to work to support the improvement of health and care services.

Upon retiring, Peter felt that he did not want to 'just give up' his years of experience and lose the knowledge he had gained. He feels becoming a Healthwatch Volunteer has helped him to meet new people and to learn from their experiences. Peter receives 'immense pleasure' from giving a few hours of his time each week and does not feel any pressure to give time that he is unable to give.



‘As a busy manager of local authority adult social care services I was always concerned about how I would fill my time even though I chose to retire when the opportunity arose. I guess I need not have worried and now regularly find myself repeating the old adage “How did I find time to go to work!”

My job had put me in touch with Healthwatch and in fact I had some knowledge of the role going back to Community Health Councils. At the time I was responsible for registering care homes in the late 1980’s. Then came the Public & Patient Involvement Forums, during which time I worked in the field of social housing before returning to social care when I was in fact a commissioner for the predecessor Local Involvement Network organisation.

Much has changed in the way health and social care services are monitored. The new Healthwatch services have statutory responsibilities in understanding the needs, experiences and concerns of people who use health and social care services.

Being able to support Healthwatch as a volunteer and Board member met my personal need in continuing to want to work to support the improvement of health and social care services. I guess I also didn’t just want to give up those 40 or so years of experience of social care, health and housing services and lose the knowledge I had gained to relax and have a quiet retired life.

It’s a good way to meet people doing a difficult job with limited resources. It also gives me an opportunity to meet people who are now receiving services and to listen and learn from their experiences. Spending time watching and talking to people taking part in social activities enables me to hear and see what is good and not so good about living together communally. This information is shared and discussed with the managers and reported back to the Healthwatch team. The opportunity to give a couple of hours of my time each week to support service improvement gives me immense pleasure. I’d recommend volunteering to anyone with a general interest in improving health and social care services. You can give as little or as much of your time as you can afford and training is given so you aren’t ever on your own without the support of the dedicated and helpful Healthwatch staff team.



Our finances

How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £ 129,160.

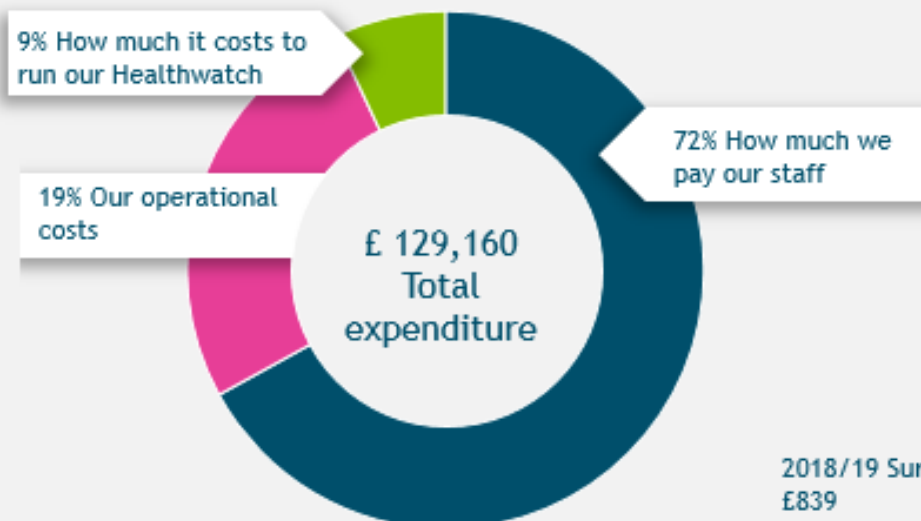
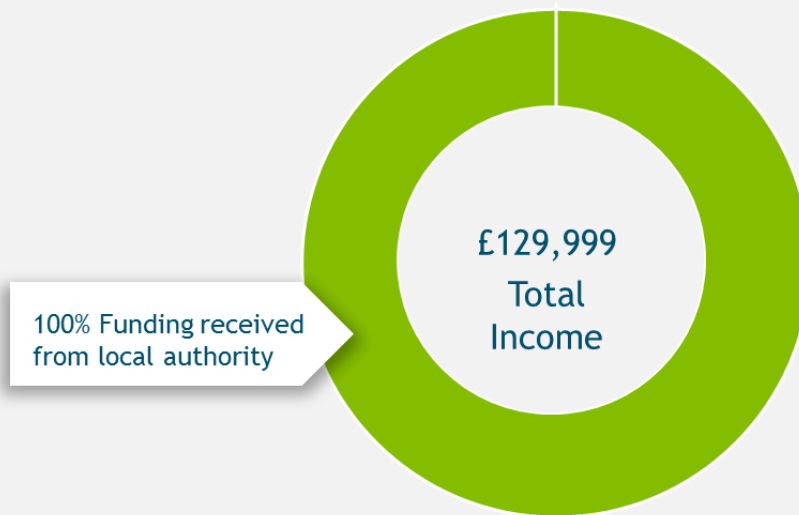
We received no additional income.

Income:

- + Funding received from local authority
- + Additional income A
- + Additional income B
- + Total income

Expenditure

- + How much it costs to run Healthwatch
- + How much we pay our staff
- + Our operational costs
- + Total expenditure



2018/19 Surplus is £839



Our plans for

next year

Our plans for next year

Following extensive consultation, our members and the public have chosen the following priorities for the coming year:

- Suicide Prevention & Mental Health services - Throughout this work we will also be looking at Children and Adolescent Mental Health Services. The planned work fits with the Integrated Care System priorities.
- Sensory Impairment Support - We will be looking at services aimed at people with sensory impairment and how general health and social care services meet the needs of those with a sensory impairment. This work will feed in to our local JSNA priorities. We will also review interpreter services as part of this work.
- Healthwatch Stockton-on-Tees will be working with our local residents keeping them informed and involved in planned changes relating to the NHS Long Term Plan.
- Healthwatch Stockton-on-Tees will be following up on our Care Home work following our Enter & View visits in 2018 to see if improvements have been implemented.
- We will continue to listen to our residents to see what is important to them and work alongside our commissioners from Stockton-on-Tees Borough Council, North Tees and Hartlepool NHS Foundation Trust and Hartlepool and Stockton-on-Tees CCG to help improve patient experience.

These priorities have been approved by our independent Executive Board.



Message from our Chief Executive

It has been a year of change for Healthwatch Stockton-on-Tees. We have welcomed a new Chair, additional volunteers and our Engagement Officer was promoted to key role of Healthwatch Co-ordinator, to help drive the service forward locally.

2018-19 priorities for Healthwatch Stockton-on-Tees centred around increasing meaningful engagement and effectively utilising the vast skills, experience and knowledge of our volunteers.

I am delighted with the progress made to date, during this year:

- + Volunteer numbers have doubled;
- + the number of community groups visited has increased by 79%;
- + 30 Enter and Views were carried out, which is a sharp increase from the previous year; and
- + the information and signposting service saw a 94% rise in enquiries.

Thank you

Firstly I would like to thank the local people and communities of Stockton-on-Tees. Healthwatch exists to listen and to champion your views; ultimately aiming to improve services. Community information has led to 10 reports being published and shared with stakeholders during the year.

Thanks also to the independent Board for their ongoing commitment and work to influence health and social care systems.

The support of Healthwatch volunteers is much appreciated and thanks are also extended to the small staff team who work efficiently to maximize resources and have the greatest impact possible. Without their dedication and passion we would not achieve as much.



'Healthwatch Stockton-on-Tees has achieved so much during 2018-19. It is important that this momentum continues into next year and we strive to build on this success.'

Carol Gaskarth
Chief Executive - Pioneering Care Partnership



Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + Partner organisations and local health and social care services who have supported our work and responded to our recommendations



Contact us

Healthwatch Stockton-on Tees

Catalyst House
27 Yarm Road
Stockton-on-Tees
TS18 3NJ

Tel: 01642 688312

Email: healthwatchstockton@pcp.uk.net

Website: www.healthwatchstockton.co.uk



Healthwatch Stockton-on-Tees



@HwStockton

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2019:

Pioneering Care Centre

Carer's Way

Newton Aycliffe

DL5 4SF

01325 321234

enquiries@pcp.uk.net

Registered charity number: 1067888

Company Limited by Guarantee Number: 3491237

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

© Copyright Healthwatch Stockton-on-Tees 2019



healthwatch

Stockton-on-Tees

Catalyst House
27 Yarm Road
Stockton-on-Tees
TS18 3NJ
01642 688312
healthwatchstockton@pcp.uk.net
www.healthwatchstockton.co.uk



@HwStockton



Healthwatch Stockton-on-Tees

@2019 Healthwatch Stockton-on-Tees is managed by the Pioneering Care Partnership

Pioneering Care Partnership
Registered Charity No: 1067888
Company Limited by Guarantee No: 3491237

